

MAIL

(Q) Will the hours at the post offices be adjusted to accommodate working family members? For example, will post offices initiate Saturday hours or stay open late 1 to 2 nights a week?

(A) This question addresses two issues: (1) Nine major U.S. Army Europe locations have currently been identified to begin testing the feasibility of offering Army Post Office Customer Service for three hours on Saturdays. These locations are: Hanau, Wiesbaden, Vilseck, Wuerzburg, Schweinfurt, Baumholder, Stuttgart, and Vicenza, Italy. This test will run for six Saturdays in a row to determine customer usage. Heidelberg and Mannheim currently provide Saturday APO customer service. (2) Should a major deployment occur that might affect USAREUR's military postal system, every attempt will be made to continue acceptable APO customer service at all locations.

(Q) Can and will mail sent by "non-military postal services" be forwarded to deployed servicemembers? If a sponsor chooses to have mail sent via non-military postal services, will a spouse be held responsible for possible non-payment of bills?

(A) Mail disposition will be in accordance with the desires of the customer. For married personnel, it recommended that the majority of the mail be delivered to the "stay-behind spouse;" especially mail pertaining to financial obligations or other "time-sensitive" mailings. In order to protect the deployed soldier, USAREUR is requesting a signed memo from the Army Adjutant General that will ask financial institutions to overlook any late fees associated with any financial accounts due to lengthy mail transit times. If approved, this memo will be made available to all personnel.

(Q) How do I send mail to my husband once he deploys?

(A) New addresses will be made available to all deployed soldiers. Letter-size correspondence can be mailed from any letter drop box, community or unit mail room, or Army Post Office. Due to customs, Federal Aviation Administration, and force protection requirements, parcels can only be mailed from an Army Post Office.

(Q) Are there any restrictions on the size of packages mailed to deployed personnel? Will mail be free?

(A) Package size: there may be size and weight restrictions on mail moving to and from USAREUR and the Continental U.S. and deployed locations. The logistical network and the infrastructure available to the military postal system are the primary considerations. The two restrictions being considered are:

1. "x" restriction. Mail limited to 13 ounces in weight.
2. "i" restriction. Mail cannot exceed 70 pounds and must fit inside a mail pouch. In order to fit in mail pouches, parcels are subject to the following restrictions:

a. Maximum length - 34 inches. Girth/circumference cannot exceed 48 inches (82 inches total).

b. Maximum girth/circumference - 56 inches. Length cannot exceed 26 inches (82 inches total).

c. Free mail: Mail sent to and from APO AE addresses in USAREUR to deployed locations can take advantage of MPS and be mailed free of postage. Postage and fees must be paid if special services such as registered, certified or insured mail are requested. "Free mail" to Continental U.S. addresses will be requested. If approved, this "free mail" service will be for mailings weighing 13 ounces or less, and cannot include merchandise. Audio tapes and videocassettes of a personal nature weighing not more than 13 ounces are acceptable. "Free mail" can only originate in the contingency area.